

Docket No.
FIS9-2000-0283-US1

Declaration and Power of Attorney For Patent Application

English Language Declaration

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name,

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD

the specification of which

(check one)

☒ is attached hereto.

☐ was filed on _____ as United States Application No. or PCT International Application Number _____ and was amended on _____ (if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

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Prior Foreign Application(s)

Priority Not Claimed

(Number)

(Country)

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I hereby claim the benefit under 35 U.S.C. Section 119(e) of any United States provisional

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(Filing Date)

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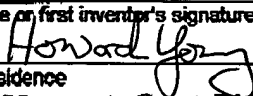
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H. Daniel Schmurmann, Registration No. 35,791;
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all of INTERNATIONAL BUSINESS MACHINES CORPORATION;
John E. Hoel, Registration No. 26,279;
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Edward A. Pennington, Registration No. 632,588;
Joseph C. Redmond, Jr., Registration No. 18,753;
all of MORGAN & FINNEGAN, L.L.P.

S nd Correspondence to: Jay H. Anderson, Intellectual Property Law, IBM Corporation, 2070 Route 52,
Hopewell Junction, New York 12533-6531
Telephone: (845) 894-3667
Fax: (845) 892-6363

Direct Telephone Calls to: *(name and telephone number)*
Jay H. Anderson, Attorney (845) 894-3667

Full name of sole or first inventor	
Howard Young	
Sole or first inventor's signature	Date
	Nov 10, 2000
Residence	
12 Mooregate Court, Richmond Hill, Ontario, Canada L4B 3W7	
Citizenship	
Canada	
Post Office Address	
12 Mooregate Court, Richmond Hill, Ontario, Canada L4B 3W7	

Full name of second inventor, if any	
Cindy Adiano	
Second inventor's signature	Date
Residence	
9 Raven Drive, Bryan, TX 77808	
Citizenship	
USA	
Post Office Address	
9 Raven Drive, Bryan, TX 77808	

Full name of third inventor, if any Navin Enand	
Third inventor's signature	Date
Residence 18500 Square Sail Road, Cornelius, NC 28031	
Citizenship USA	
Post Office Address 18500 Square Sail Road, Cornelius, NC 28031	

Full name of fourth inventor, if any Martha Ernst	
Fourth inventor's signature	Date
Residence 2563 South Johnsville Road, Farmersville, OH 45325	
Citizenship USA	
Post Office Address 2563 South Johnsville Road, Farmersville, OH 45325	

Full name of fifth inventor, if any Harvey Thompson	
Fifth inventor's signature	Date
Residence 2 Mulberry Street, Ridgefield, CT 06877	
Citizenship USA	
Post Office Address 2 Mulberry Street, Ridgefield, CT 06877	

Full name of sixth inventor, if any May Sun Zia	
Sixth inventor's signature	Date
Residence 381 S. Drexel Ave., Bexley, OH 43209	
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Sole or first inventor's signature	Date
Residence 12 Mooregate Court, Richmond Hill, Ontario, Canada L4B 3W7	
Citizenship Canada	
Post Office Address 12 Mooregate Court, Richmond Hill, Ontario, Canada L4B 3W	

Full name of second inventor, if any Cindy Adiano	
Second inventor's signature <i>Cynthia Ann Adiano</i>	Date 11-15-2000
Residence 9 Raven Drive, Bryan, TX 77808	
Citizenship USA	
Post Office Address 9 Raven Drive, Bryan, TX 77808	

Full name of third inventor, if any Navin Enand	
Third inventor's signature	Date
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Full name of third inventor, if any Navin Enand	
Third inventor's signature <i>Navin Enand</i>	Date 11/16/00
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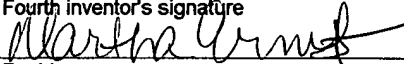
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 Edward A. Pennington, Registration No. 632,588;
 Joseph C. Redmond, Jr., Registration No. 18,753;
 all of MORGAN & FINNEGAN, L.L.P.

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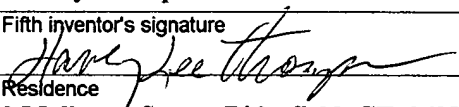
Direct Telephone Calls to: *(name and telephone number)*
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Sole or first inventor's signature	Date
Residence 12 Mooregate Court, Richmond Hill, Ontario, Canada L4B 3W7	
Citizenship Canada	
Post Office Address 12 Mooregate Court, Richmond Hill, Ontario, Canada L4B 3W	

Full name of second inventor, if any Cindy Adiano	
Second inventor's signature	Date
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Citizenship USA	
Post Office Address 9 Raven Drive, Bryan, TX 77808	

Full name of third inventor, if any Navin Enand	
Third inventor's signature	Date
Residence 18500 Square Sail Road, Cornelius, NC 28031	
Citizenship USA	
Post Office Address 18500 Square Sail Road, Cornelius, NC 28031	

Full name of fourth inventor, if any Martha Ernst	
Fourth inventor's signature	Date
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Citizenship USA	
Post Office Address 2563 South Johnsville Road, Farmersville, OH 45325	

Full name of fifth inventor, if any Harvey Thompson	
Fifth inventor's signature 	Date 11-20-2000
Residence 2 Mulberry Street, Ridgefield, CT 06877	
Citizenship USA	
Post Office Address 2 Mulberry Street, Ridgefield, CT 06877	

Full name of sixth inventor, if any May Sun Zia	
Sixth inventor's signature	Date
Residence 381 S. Drexel Ave., Bexley, OH 43209	
Citizenship USA	
Post Office Address 381 S. Drexel Ave., Bexley, OH 43209	

Docket No.
FIS9-2000-0283-US1

Declaration and Power of Attorney For Patent Application

English Language Declaration

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name,

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD

the specification of which

(check one)

☒ is attached hereto.

☐ was filed on _____ as United States Application No. or PCT International Application Number _____ and was amended on _____ (if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose to the United States Patent and Trademark Office all information known to me to be material to patentability as defined in Title 37, Code of Federal Regulations, Section 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, Section 119(a)-(d) or Section 365(b) of any foreign application(s) for patent or inventor's certificate, or Section 365(a) of any PCT International application which designated at least one country other than the United States, listed below and have also identified below, by checking the box, any foreign application for patent or inventor's certificate or PCT International application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application(s)			Priority Not Claimed
_____ (Number)	_____ (Country)	_____ (Day/Month/Year Filed)	<input type="checkbox"/>
_____ (Number)	_____ (Country)	_____ (Day/Month/Year Filed)	<input type="checkbox"/>
_____ (Number)	_____ (Country)	_____ (Day/Month/Year Filed)	<input type="checkbox"/>

I hereby claim the benefit under 35 U.S.C. Section 119() of any United States provisional

(Application Serial No.)

(Filing Date)

(Application Serial No.)

(Filing Date)

(Application Serial No.)

(Filing Date)

I hereby claim the benefit under 35 U. S. C. Section 120 of any United States application(s), or Section 365(c) of any PCT International application designating the United States, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT International application in the manner provided by the first paragraph of 35 U.S.C. Section 112, I acknowledge the duty to disclose to the United States Patent and Trademark Office all information known to me to be material to patentability as defined in Title 37, C. F. R., Section 1.56 which became available between the filing date of the prior application and the national or PCT International filing date of this application:

(Application Serial No.)

(Filing Date)

(Status)
(patented, pending, abandoned)

(Application Serial No.)

(Filing Date)

(Status)
(patented, pending, abandoned)

(Application Serial No.)

(Filing Date)

(Status)
(patented, pending, abandoned)

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith. *(list name and registration number)*

Joseph P. Abate, Registration No. 30,328;
 Margaret Pepper, Registration No. 45,008;
 Jay H. Anderson, Registration No. 38,371;
 Ira D. Blecker, Registration No. 29,894;
 Steven Capella, Registration No. 33,086;
 Susan M. Murray, Registration No. 38,252;
 Daryl K. Neff, Registration No. 38,253;
 Eric W. Petraske, Registration No. 28,459;
 Marc D. Schechter, Registration No. 28,989;
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 Tiffany L. Townsend, Registration No. 43,199;

Todd M. C. Li, Registration No. 45,554;
 all of INTERNATIONAL BUSINESS MACHINES CORPORATION;
 John E. Hoel, Registration No. 26,279;
 Christopher A. Hughes, Registration No. 26,914;
 Edward A. Pennington, Registration No. 632,588;
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Citizenship USA	
Post Office Address 2 Mulberry Street, Ridgefield, CT 06877	

Full name of sixth inventor, if any May Sun Zia	
Sixth inventor's signature <i>May Sun Zia</i>	Date <i>Nov. 19, 2000</i>
Residence 381 S. Drexel Ave., Bexley, OH 43209	
Citizenship USA	
Post Office Address 381 S. Drexel Ave., Bexley, OH 43209	

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
	:	Examiner: Not Yet Assigned
HOWARD YOUNG ET AL.)	
	:	Group Art Unit: Not Yet
Application No.: Not Yet)	Assigned
Assigned	:	
)	
Filed: Herewith	:	
)	
For: CUSTOMER RELATIONSHIP	:	
MANAGEMENT BUSINESS)	
METHOD	:	November 28, 2000

The Commissioner for Patents
Washington, D.C. 20231

**ASSOCIATE POWER OF ATTORNEY
AND CHANGE OF CORRESPONDENCE ADDRESS**

Sir:

Pursuant to 37 C.F.R. § 1.34(b), the undersigned attorney, who is a principal attorney of record in this case, hereby appoints the following person as associate attorney to be likewise of record in this case:

C. Lamont Whitham, Reg. No. 22,424.

Pursuant to 37 C.F.R. § 1.33(a), the following correspondence address is specified for communications relating to this application:

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telephone at (845) 894-3667.

Respectfully submitted,



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EXPRESS MAIL NO. EX 140 407957US

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING
DEPOSITED WITH THE U.S. POSTAL SERVICE AS EXPRESS
MAIL IN AN ENVELOPE ADDRESSED TO: COMMISSIONER OF
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APPLICANT AND/OR ATTORNEY REQUESTS THE DATE OF
DEPOSIT AS THE FILE DATE.

DATE OF DEPOSIT: 11/28/00

BY SIGNATURE & DATE: Steven Ling-Mans 11/28/00